**Janel Franklin**

2020 Seagirt Blvd Apt. 5G Far Rockaway, NY 11691 ~ JFranklin718@gmail.com ~ 347.262.6174

### Education

*New York City College of Technology* **|** Brooklyn, NY  *Present-May 2013*

**Human Services Major***, GPA 3.7*

### Work Experience

*Red Lobster***|** Brooklyn, NY *July 2011-Present*

**Server:** Serve food, drinks and alcoholic beverages to dining guest

* Provide a unique dining experience for each guest
* Work in a fast paced environment
* Work as a team with all crew members to ensure the guest are receiving the best possible service
* Handle all payments

*City Year New York***|** Brooklyn, NY *September 2009- June 2011*

**Event Coordinator:** Create and implement events to engage students and parents in school work

* Hire guest speakers, caterers and other services for the events
* Maintain a budget
* Facilitated after-school activities amongst 3rd- 5th grade students to promote teamwork, service and community involvement.

*McDonalds***|** Far Rockaway, NY *January 2008- August 2009*

**Crew Leader:** Prepared food and drinks

* Supervised and guided associates
* Provided quality customer service
* Mediated conflict and resolved problems between crew and customers

*C.A.S.Y.M Steel Orchestra |*Brooklyn, NY *September 2004- August 2009*

**Instructor:** Taught children how to play various instruments and read music

* Relayed music between primary composer and section mates
* Prepared drills and exercises for the orchestra
* Organized performances and orchestra fundraisers

### Community Involvement and Experience

**NYS Teacher Assistant Certification**

**CPR Certified** *2009-2011*

**Intermediate Spanish**

**Volunteer**

* AmeriCorps *2009-2010*
* Tutor at New York City College of Technology *2011-Present*
* NYPIRG *2011-Present*